

# WINDSTREAM COMMUNICATIONS ANNUAL REPORT

FOR THE STATE OF

**Georgia**

State of Respondent

6/26/2012

**ETC's Included In This Report**

	<b>LEGAL ENTITY NAME</b>	<b>SAC</b>
ETC#1:	Windstream Georgia Communications, LLC	223037
ETC#2:	Georgia Windstream Telecommunications	223036
ETC#3:	Windstream Georgia, LLC	220357
ETC#4:	Windstream Georgia Telephone, LLC	220364
ETC#5:	Windstream Standard, LLC	220386
ETC#6:	Windstream Accucomm telecommunications, LLC	220395

Person to contact for questions:

Name: Jeff Heacox  
Phone Number: 501-748-5390  
E-mail Address: [jeff.l.heacox@windstream.com](mailto:jeff.l.heacox@windstream.com)



**For The Year Ended December 31, 2011**

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## GENERAL INFORMATION

1. The enclosed reports are being filed with the Office of the Secretary of the Commission, with the Administrator (USAC), the relevant state commissions, and relevant authority in a U.S. Territory, or Tribal governments, as appropriate pursuant to WC Docket No. 10-90.
2. The enclosed information satisfies the requirements included in 47CFR 54.314 and is being provided to:

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of The FCC Secretary  
445 12th Street, SW  
Washington, D.C. 20554

Universal Service Administrative Company  
2000 L Street N.W. Suite 200  
Washington, DC 20036  
[hcfilings@usac.org](mailto:hcfilings@usac.org)

Mr. Reece McAlister  
Georgia Public Service Commission  
244 Washington Street, S.W.  
Atlanta, GA 30334

Tribal Government as appropriate

3. The Windstream officer signing the certifications included in this report is:

Name: John Fletcher  
Title: General Counsel

## Report 1 - Five-year Progress Report

§ 54.313(a)(1) A progress report on its five-year service quality improvement plan pursuant to 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate;

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.7.

## Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

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Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
FCODE	Date	Time	Description - Alarm Reported	Resolution	Service	Wire Center	Prevention_Desc	Cust Affected
220357	27-May-11	12:05 AM	GA_CMRC REMOVE DLI ONTCCOM TMS=0	tech started local generator and systems were restored.	Local	CMRCGAXA	Reviewed companies emergency power policy	1,071
220357	27-May-11	12:06 AM	GA_WNVL Cisco WNVLGAXAO1A Loss of comms and Battery fail. Node is down	CHANDLER, TONY tech in field said power was lost, batteries died. he started the generator and power was resumed. Cisco and Fuji restored	Special	CMRCGAXA	Reviewed companies emergency power policy	9,408
220357	28-Nov-11	2:52 PM	GA_CMRC5E Actelis Loss of Comm	Replaced SDU card & restored unit from backup file 4:23AM Detailed Description of what was done to repair the Outage: Per Ken with Windstream he sees ckt good to psap. Trouble at psap equipment . Advised PSAP they needed to contact vendor . Was told they will notify supervisor in the morning	Special	JFNGGAXA	Replaced faulty hardware	672
220386	02-Jan-11	2:55 AM	GA_BLVI: GA Union County / e911 OUTAGE	ani and ali are back up...cust reset equipment and trouble cleared	E911	BLVIGAXA	Notified connecting company of procedural problem	32,894
220386	16-Jan-11	8:55 PM	GA_CLEV White Co Ga no ANI or ALI		E911	CLEVGAXA	Notified connecting company of procedural problem	19,230
220386	26-Feb-11	2:42 AM	GA_BLVI_GAHWSS: E911 OUTAGE	Date/Time Outage repaired (Central Time): 2/25/2011 6:44am (CST) All ckts are back in with help of Ron Becker Applications support. Reason for Loss of ALI/ANI was upgrade being done by Data Nov	E911	HWSSGAXA	Reviewed procedures with Telco employee	6,677

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				Date/Time Outage repaired (Central Time): 2/26/2011 6:44 am (CST) Ckts are back up. ALI/ANI restored with help of Ron Becker. The cause for the loss of ALI/ANI was due to an upgrade by Dncc				
220386	26-Feb-11	3:27 AM	BA_BLVI: Union County E911 Outage	Detailed Description of what was done to repair the Outage:	Local	BLVIGAXA	Reviewed procedures with Telco employee	20,240
				Office clock restored A-links recovered. Office isolation resolved. Outage closed.				
				Carol called in advised that last night they cutover DMS100 to new SSU2000 clock. This is the perm. fix. To get office out of isolation local ops were able to get the old				
220386	12-Apr-11	5:26 AM	GA_CRNL CCS186: INFO Linkset Impact Summary		Local & LD	CRNLGAXA	Replaced faulty hardware	20,529
220386	27-Apr-11	10:21 PM	GA_BLVI_GASCHS PM102: SYSB IDT 0 NE 207	on generator	Local	SCHSGAXA	Reviewed companies emergency power policy	245

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220386	08-Jul-11	4:52 AM	GA_BLVI: Blairsville in Union Co, GA No ANI/ALI	Dispatch task created by WIN NE SSTC was closed out time stamped at 09:20 A.M. (Eastern)by loaded WIN tech James "Ken" Cook stating that he had found no trbl. with 911 trunks when he checked. He believes PSAP trbl. was caused by carrier Verizon taking the	E911	BLVIGAXA	Scheduled Outage	19,444
220386	09-Nov-11	11:21 PM	GA_CLEV: PM107: CBSY RCC2 BGCE 4	Techs on site completed MOP 110911092449; RSC recovered by system action.	Local	BGCNGAXA	Reviewed procedures with Telco employee	1,379
220386	23-Dec-11	3:07 AM	GA_BVLV: 911 OUTAGE, BLAIRVILLE, UNION COUNTY	Both sides are now back up, verified 911 is working again	E911	BLVIGAXA	Replaced faulty hardware	20,240
223036	14-Jan-11	7:10 AM	GA_FKTN TG 130/120 MEMBER TG/SIX T1'S BETWEEN FOLKSTON AND FITZGERALD IS TOLL ISOLATED	GA_FKTN SITE IS TOLL ISOLATED/RECIEVED AN ALARM FOR EXCESSIVE TRUNKS IN LOCKOUT/CHECKED THE TRUNK LOCKOUT LIST AND HG 130 WITH 120 MEMBERS WAS IN THE AUTO-ACT RMT/CFL MODE;THE TG HAD 6 T1'S ASSOCIATED WITH ITSELF;EACH HAD A CGR CONDITION;WILL SEND OUT	Long Distance	FLTNGAXA	Replaced faulty hardware	120
223036	03-Feb-11	8:17 PM	GA_RNCN_GASYVN RCC2 1 UNIT 1 CBSY PM128 Unit1 Inact: CBSy From SysB (CSLink RTS)	REPLACED CONTROLLER BOARD IN CAC	Local	RNCNGAXA	Replaced faulty hardware	1,902

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223036	03-Mar-11	8:31 PM	GA_RCHE_PITS_PNVW DS1.0007:DTF=000,CELL=0 3 DS1M CONTROLLER - BOTH X AND Y SIDES ARE DOWN GA_THTNSE C7SPI -> SIGNALLING POINT ISOLATED	NOC worked with local technician Billy to find a defective (435017) power supply in the front end of the DCO and reset the DTF shelf providing spans to RLS 330 and RLS 331 in the Pitts and Pineview remotes. All Dial tone restored by 12:34 AM 03/04/2011.	Local	RCHEGAXA	Replaced faulty hardware	800
223036	28-Apr-11	12:15 AM		Fiber Was Repaired in the Manchester GA ring.	Local	THTNAGAXA	Replaced faulty hardware	13,877
223036	07-Jun-11	8:00 PM	GA_HMVL DS1.0018:DS1M=0-005-04- 030 SPAN OUT OF SERVICE - CGA REMOTE ALARM SENT GA_FLTN_GASTGR CPE.0118:ERROR=000622 CP ERROR THRESHOLD REACHED	The Windstream technician Michael found the OC-3 ring had switched to the protect, which caused all toll trunks to drop. Tech pulled the protect card on the OC-3 Express in HAHR and all T1's restored for HAHR restored. NOC manually restored the T1's for	Local	HMVLGAXA	Replaced faulty hardware	3,263
223036	15-Jul-11	3:37 PM		Reloaded the LGC's and lines restored. Storms in the area. Suspect power surge in area.	Local	STGRGAXA	Replaced faulty hardware	175
223036	01-Aug-11	7:00 PM	GA_RCHE: GA_PNVW; GA_PITS PSAP 911 DOWN	Tech changed the TPA card.	E911	RCHEGAXA	Replaced faulty hardware	0

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223036	11-Aug-11	10:58 AM	GA_FLTN: GA_STGR SITE CURRENTLY HAS NO DIALTONE	GA_FLTN: GA_STGR SITE CURRENTLY HAS NO DIALTONE/ALL THE SPANS WENT OUT OF SERVICE WITH CGA CONDITIONS;ALSO TOLLCCR ALARMS PRESENT;TALKED TO LOCAL TECH LEN ABOUT THE SITUATION;SITE LOST POWER AND THE BACKUP GENERATOR DID NOT COME ON;ALSO THEY HAVE AN OPEN	Local	STGRGAXA	Replaced faulty hardware	865
Incident Work Info History								
223036	13-Aug-11	9:55 AM	GA_LDWC ** PWR.0069:MP=0 C-BUS POWER FAILURE	Incident Number INC000008169925 Submit Date 8/13/2011 1:41:27 PM Submitted By Michael Aitken Work Info Type* General Information Summ All DCMs are back in service. Problem was network card on CE 1 4 14. Restored at 9:15 AM EDT.	Local	LDWCGAXA	Replaced faulty hardware	4,573
223036	05-Sep-11	1:51 AM	GA_GLEN ALM031: MAJ SET GLEN INI		Long Distance	GLNVGAXA	Replaced faulty hardware	46

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223036	30-Oct-11	1:30 PM	GA_HMVL DS1.0016:DS1M=0-006-05- 030 SPAN OUT OF SERVICE - CGA LOCAL ALARM SENT	Cut fiber cable has been repaired. Rec'd call from local tech Michael Heard. Verified alarms to be clear.	Local	HMVLGAXA	Repaired or replaced cut cable	3,395
223036	14-Dec-11	4:26 AM	GA_CLEV GADLRD GA_CRNL GABTVL Rabun County ALL Down	rewired at dmarc, replaced cards in office, PSAP restarted their eq	E911	DLRDGAXA	Replaced faulty hardware	4,573
223037	09-Mar-11	5:23 PM	GA_DWSN:GASSSR:SRI200 : SRLK (NT4T24) DWSN CE 02 5 08 0 LAST LINK TO REMOTE BEING REMOVED	Switch in a rolling loop with spans bouncing. Leon reseated span interface cards(MX81) first, still no go. busied out unit 1, was able to restore unit 0 then unit 1 spans moved to different DS3 and MX77 pack in slot 3	Local	SSSRGAXA	Replaced faulty hardware	538
223037	05-Apr-11	1:44 AM	GA_DWSN_GASSSR ALM031: MAJ SET SSSR DED	reseated to restart dnld process.	Local	SSSRGAXA	Replaced faulty hardware	601
223037	05-Apr-11	8:22 AM	GA_NSVL: ALM321: CAT SET INDETERMINATE AFC1 IDE 01 LET Missing Termina GA_DWSN_GABFTN SRI200: SRLK (NT4T09) DWSN PE 02 2 04 0 LAST LINK TO REMOTE BEING REMOVED	AC WAS RESTORED PER JOHNATHAN Rich Milburn said contractor finished splicing around 6:50 am EDT. Verified in switch that remote is back in service.	Local	NSVLGAXA	Reviewed companies emergency power policy	91
223037	06-Apr-11	9:07 PM			Local	BFTNGAXA	Repaired or replaced cut cable	146

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223037	06-Apr-11	11:48 PM	GA_CTHB5E: REPT ALM BPSC 15 FIB OPT CRIT/BPSC_3_FIBER_MAJ_ SM_6/RBPSC 15 FIBER MJ OC12-3 SHMN SM 7	CREW WAS CLEARING FALLEN DEBRIS OFF OF AN AERIAL CABLE AND CUT THE FIBER. SPlice CREW HAS COMPLETED SPLICING THE FIBER. THE BFTN REMOTE IS BACK INSERVICE. THE REMOTE RECOVERED AT 06:51.- see remedy 6562182 Rec'd call from local tech Chris. The fiber cable has been repaired. Verified alarms to be clear.	Special	CTHBGAXA	Repaired or replaced cut cable	1,344
223037	28-Apr-11	12:15 AM	GA_MNCH and WRSP: SS7 Links OOS, Toll Isolated GA_NSVL GA_HAHR TOLL ISOLATED ALM031: CAT SET CCS7	SS7 Links restored while testing	Local	MNCHGAXA	Replaced faulty hardware	6,180
223037	05-May-11	2:56 PM	GA_DWSN: MESSAGE TIMEOUT: Refer to OP Guide 606 GA_BNVS: MESSAGE TIMEOUT: Refer to OP Guide 606		Local	NSVLGAXA	Scheduled additional testing	9,670
223037	06-May-11	10:39 AM	GA_P GA_FTZG_GAALPH MSC0003: STOP- PROCESSOR PC.RSU2	Fiber cut has been restored	Local	DWSNGAXA	Repaired or replaced cut cable	8,941
223037	13-May-11	5:52 PM	GA_HAHR_RAYC: SRI200: SRLK (NT4T09) HAHR PE 03 2 10 0 LAST LINK TO REMOTE BEING REMOVED GA_HAHR GARAYC OUTAGE ALL SRLK'S SRLK SMB REMOVED	RSCC RAYC RSC 1 1 3 restored at 8:04 AM after the local technician reseated controller. Problem was cleared in a Wideband mux.	Local	ALPHGAXA	Replaced faulty hardware	528
223037	16-May-11	1:20 AM			Local	RYCYGAXB	Reviewed procedures with Telco employee	796
223037	17-May-11	1:38 PM			Local	RYCYGAXB	Replaced faulty hardware	729

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223037	07-Jun-11	9:40 PM	GA_HAHR_GALKLD_GAAD EL	The Windstream technician Michael found the OC-3 ring had switched to the protect, which caused all toll trunks to drop. Tech pulled the protect card on the OC-3 Express and all T1's restored for Hahira, Lakeland, Adel restored. NOC manually restored th	Local	HAHRGAXA	Replaced faulty hardware	15,093
223037	15-Jun-11	1:01 AM	GA_CTHB5E REPT SM=5 ISOLATED FROM AM	ISOLATION CLEARED AT 01:50	Local	ELVLGAXA	Scheduled Outage	1,805
223037	02-Jul-11	1:06 PM	GA_QTMN ALM031: CAT SET QTMN CCS7	Per Win Tech Johnathan, a 2 Wire FXGT card in the channel bank caused an Adtran 4303, DS-1 Octal card (8 x T1's) to lock up. The tech pulled and replaced the channel bank card and replaced the Adtran card for good measure.	Local	QTMNGAXA	Replaced faulty hardware	4,585
223037	16-Aug-11	1:01 AM	GA_CTHB5E FT GAINS SM=4 ISOLATED	OUTAGE CLEARED 02:09	Local	FTNGGAXA	Scheduled Outage	1,425
223037	16-Aug-11	11:43 PM	GA_CNTN5E SM=3, 4, 7 ISOLATED	NO LONGER ISOLATED AT 00:25 EASTERN TIME	Local	JSPRGAXA	Scheduled Outage	7,932
223037	01-Sep-11	5:54 AM	GA_MNCH: ALM031: MAJ SET MNCH DED GA_MNCH: ALM031: MAJ SET RALI DED GA_MNCH: ALM031: MAJ SET SHLO DE	Blown fuse on T1 shelf pos.4 replaced Fiber was spliced and copper cable was repaired to restore services	Local	MNCHGAXA	Replaced faulty hardware	490
223037	08-Sep-11	2:15 PM	VZW FTO reporting fiber cut.		Local	PRRYGAXA	Repaired or replaced cut cable	214

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223037	22-Sep-11	5:08 AM	GA_MLTRSE FUNSTON SM=3 STANDALONE	SWITCHING MODULE 3 RESTORED AT 6:10 AM EASTERN TIME - CAUSE WAS FAULTY TRANSFER SWITCH THAT DID NOT SWITCH BACK WHEN COMMERCIAL POWER WAS RESTORED.	Local	FNTNGAXA	Replaced faulty hardware	1,610
223037	18-Oct-11	1:09 AM	GA_FTZG_PC.RSUS: MSCO007: STOP- PROCESSOR PC.RSUS - RSU	FORCED FIBER TO PROTECT SIDE. SPANS RESTORED. OUTAGE CLR.	Local	JCVLGAXA	Replaced faulty hardware	329
223037	16-Dec-11	12:53 AM	GA_WNDR: PM107: CBSY LCME MONR 06 1	PM recovered on its own NTF. CPE trouble. PSAP is contacting their vendor, per ATT.	Local	MONRGAXA	Scheduled additional testing	21,184
223037	31-Dec-11	11:00 AM	GA_MLTR: ALI is reported down only.		E911	MLTRGAXA	Connecting company replaced faulty equipment	5,995

### Report 3 – Unfulfilled Request Report

§ 54.313(a)(3) The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers;

Service Area (SAC)	Wire Center	Held Orders	Held Due To
220357	CLBRGAXA	1	Cable full, added new plant
220357	CMRCGAXA	4	Cable full, added new plant
220357	CNVLGAXA	1	Cable full, added new plant
220357	COMRGAXA	3	Cable full, added new plant
220357	HOMRGAXA	2	Cable full, added new plant
220357	WNVLGAXA	1	Cable full, added new plant
220364	OCHLGAXA	1	Cable full, added new plant
220386	BLVIGAXA	1	Cable full, added new plant
220386	CLEVGAXA	1	Cable full, added new plant
223036	ALAMGAXA	1	Cable full, added new plant
223036	DLRDGAXA	2	Cable full, added new plant
223036	DNVLGAXA	1	Cable full, added new plant
223036	GRAYGAXA	2	Cable full, added new plant
223036	LFYTGAXA	2	Cable full, added new plant
223036	LKSNGAXA	1	Cable full, added new plant
223036	RCHEGAXA	1	Cable full, added new plant
223036	RDVLGAXA	3	Cable full, added new plant
223036	SCRVGAXA	2	Cable full, added new plant
223036	SPFDGAXA	1	Cable full, added new plant
223036	SYVNGAXA	1	Cable full, added new plant
223036	UVLDGAXA	1	Cable full, added new plant
223037	ABVLGAXA	1	Cable full, added new plant
223037	ASBNGAXA	1	Cable full, added new plant
223037	CRNVGAXA	1	Cable full, added new plant

## Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
220357	BATNGAXA	2
220357	BYRNGAXA	2
220357	CAIRGAXA	2
220357	CLBRGAXA	1
220357	CLREGAXA	3
220357	CMRCGAXA	2
220357	CNVLGAXA	2
220357	COMRGAXA	3
220357	CRTOGAXA	2
220357	DEVLGAXA	1
220357	HOMRGAXA	3
220357	ILA GAXA	2
220357	JFSNGAXA	2
220357	LXTNGAXA	3
220357	MXYSGAXA	3
220357	MYVLGAXA	2
220357	NCSNGAXA	2
220357	PNDRGAXA	2
220357	UNPNGAXA	2
220357	WHPLGAXA	2
220357	WNVLGAXA	2
220364	BLKLGAXA	1
220364	CDSPGAXA	2
220364	OCHLGAXA	2
220364	WHGHGAXA	3
220386	BGCNGAXA	1
220386	BLVIGAXA	2
220386	BTVLGAXA	2
220386	CLEVGAXA	2
220386	CLVLGAXA	2
220386	CRNLGAXA	2
220386	DHLNGAXA	2
220386	DWVLGAXA	1
220386	DWVLGAXB	1
220386	HELNGAXA	2
220386	HWSSGAXA	2
220386	SCHSGAXA	2

#### Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
220386	YNHRGAXA	2
220395	GRDNGAXA	2
220395	IRTNGAXA	2
220395	TMBOGAXA	2
223036	ALAMGAXA	2
223036	CLNSGAXA	2
223036	CYTNGAXA	2
223036	DAVLGAXA	2
223036	DLRDGAXA	2
223036	DNVLGAXA	2
223036	FARGGAXA	2
223036	FLTNGAXA	2
223036	GLNVGAXA	0
223036	GRAYGAXA	2
223036	HDDCGAXA	2
223036	HMVLGAXA	2
223036	IRCYGAXA	2
223036	JAKNGAXA	2
223036	JFVLGAXA	2
223036	KETNGAXA	3
223036	LDWCGAXA	2
223036	LFYTGAXA	2

## Report 5 - Service Quality and Emergency Certification

§ 54.313(a)(5) Certification that it is complying with applicable service quality standards and consumer protection rules

§ 54.313(a)(6) Certification that the carrier is able to function in emergency situations as set forth in §54.202(a)(2)

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### **Response:**

See report certification - Certifications include compliance with service quality standards, consumer protection, and the ability to function in emergency situations.

## **Report 6 - Company Price Offering Report**

§ 54.313(a)(7) The company's price offerings in a format as specified by the Wireline Competition Bureau

Response: The Wireline Competition Bureau has not specified the format this data is to be provided in nor has this been approved by the Office of Management and Budget (OMB). This data will be provided once the OMB acceptance has been published in the Federal Register and the WCB has specified the format per FCC 11-161 ¶54.313(a)(7).

## **Report 7 - Holding and Operating Company Report**

§ 54.313(a)(8) The recipient's holding company, operating companies, affiliates, and any branding (a "dba," or "doing-business-as company" or brand designation), as well as universal service identifiers for each such entity by Study Area Codes, as that term is used by the Administrator. For purposes of this paragraph, "affiliates" has the meaning set forth in section 3(2) of the Communications Act of 1934, as amended

Response: The Office of Management and Budget (OMB) has not approved this new requirement. This data will be provided once the OMB acceptance has been published in the Federal Register per FCC DA 12-147 II.A.12.

## Report 8 - Tribal Land Information

§ 54.313(a)(9) To the extent the recipient serves Tribal lands, documents or information demonstrating that the ETC had discussions with Tribal governments that, at a minimum, included:

- (i) A needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- (ii) Feasibility and sustainability planning;
- (iii) Marketing services in a culturally sensitive manner;
- (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and
- (v) Compliance with Tribal business and licensing requirements. Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands. These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.11.

## **Report 9 - Areas with no Terrestrial Backhaul Certification**

§ 54.313(g) Areas with No Terrestrial Backhaul. Carriers without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study area must certify annually that no terrestrial backhaul options exist. Any such funding recipients must certify they offer broadband service at actual speeds of at least 1 Mbps downstream and 256 kbps upstream within the supported area served by Federal Communications Commission satellite middle-mile facilities. To the extent that new terrestrial backhaul facilities are constructed, or existing facilities improve sufficiently to meet the relevant speed, latency and capacity requirements then in effect for broadband service supported by the CAF, within twelve months of the new backhaul facilities becoming commercially available, funding recipients must provide the certifications required in paragraphs (e) or (f) of this section in full. Carriers subject to this paragraph must comply with all other requirements set forth in the remaining paragraphs of this section.

Response: No certification required. Windstream does not rely on satellite backhaul for its network.

## Report 10 - Residential Local Service Rates Report

§ 54.313(h) Additional voice rate data. All incumbent local exchange carrier recipients of high-cost support must report only their flat rates for residential local service, as well as state fees that are below the local urban rate floor as defined in § 54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of June 1.

No rates are below the \$10 floor in Georgia.

SAC	SPIN	Exchange	Res. Local Service Charge	State SLC	State USF Fee	Mandatory EAS Charge	Loops
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## Annual Report Certification

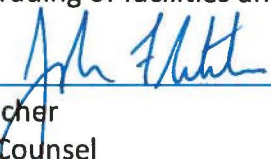
June 26, 2012

In accordance with FCC 11-161 ¶581, this form is to certify that all the information contained in this report is accurate to the best of my knowledge. I acknowledge my certification is subject to the penalties for false statements imposed under 18 U.S.C. §1001.

I, John Fletcher, am General Counsel for Windstream Communications and certify that I am authorized to execute this certification on behalf of Windstream and the facts set forth in this report are accurate to the best of my knowledge, information and belief.

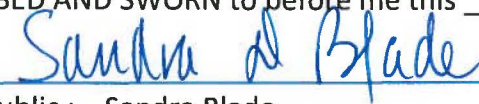
Pursuant to the requirements under 47 C.F.R. §54.313(a)(5) and §54.313(a)(6) Windstream also certifies to the respective State Regulatory Commission that:

- 1) Windstream has established operating procedures designed to facilitate compliance with applicable consumer protection rules.
- 2) Windstream has established operating procedures designed to facilitate compliance with applicable service quality standards. Where applicable Windstream reports service quality standards to State Commissions.
- 3) Windstream has established operating procedures for emergency situations that will allow it to remain functional §54.202(a)(2).
- 4) Windstream certifies that all federal high-cost and CAF support was used in the proceeding calendar year and will be used in the new calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended.

  
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John Fletcher  
General Counsel  
Windstream Communications  
4001 Rodney Parham Rd.  
Little Rock, AR 72212

Dated this 21 day of June, 2012

SUBSCRIBED AND SWORN to before me this 21 day of June, 2012

  
\_\_\_\_\_  
Notary Public : Sandra Blade

My Commission Expires: August 2, 2016

